

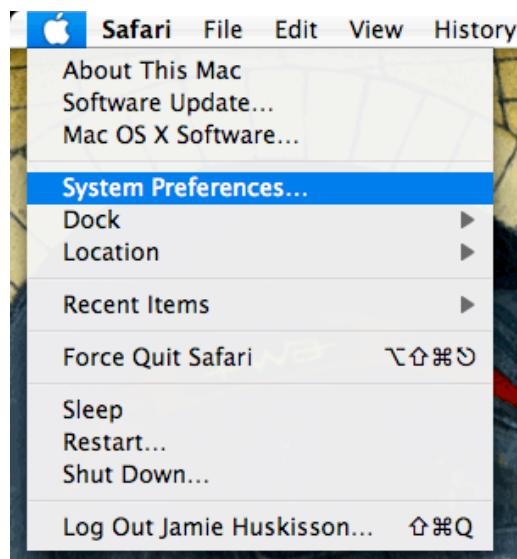
## ResNet Troubleshooting For Mac

When having difficulties accessing the network from your room there are certain pieces of information the IT Help Desk must have before being able to process your call.

Please see the step by step instructions below for obtaining the information we require. If at all possible please try to test your computer on a friend's socket that you know to be working.

### **Step 1**

From the Apple menu, choose **System Preferences > Network**.



### **Step 2**

Choose **Built-in Ethernet** on the Show pop-up menu, then the right most tab called Ethernet. We need the **Ethernet ID**.



### **Step 3**

Click the left most tab called **TCP/IP**. The Configure IPv4 should be set to Automatic/Auto. We will need the details in all of the boxes in this window.

